

## TABLE OF CONTENTS

INTRODUCTION	1
SCOPE	1
EXECUTIVE SUMMARY	1
SALVATION ARMY RESPONSE	2
FINDINGS AND RECOMMENDATIONS	
Certificate of Occupancy	2
Capacity	2-3
Overall Conditions	3

## **INTRODUCTION**

The Salvation Army entered into a multi-year contract, (ADMIN 99-82002), with the Family Independence Agency (FIA) to provide emergency shelter for homeless individuals in various locations throughout the state. The FY 2001 portion of the contract was \$11,000,000 and covered the period October 1, 2000 through September 30, 2001. The Salvation Army subcontracted with various shelters throughout the state, who provided shelter and billed the Salvation Army, who reimbursed them for the nights provided.

## **SCOPE**

We performed a review of ten shelters that subcontracted with the Salvation Army for the period October 1, 1999 through May 15, 2001. The objectives of our review were to ensure there was documentation to support the billings for bed nights provided, that the sign-in sheets were accurate, and to determine if the condition and operation of each selected shelter was adequate per terms of the contract. We reviewed the files to determine if the FIA 3041-ES TANF certifications were being completed. We also reviewed the Salvation Army's procedures to determine if they were monitoring the shelters in accordance with the terms of the contract.

## **EXECUTIVE SUMMARY**

Based on our review, we concluded that the Salvation Army performed the contracted services to ensure the homeless were adequately sheltered when shelter was requested. The FIA 3041-ES forms and the FIA-4084-ES billing transmittals were completed properly. There was adequate documentation to support the bed nights billed. We did find a few instances of noncompliance with the FIA contract, which are detailed below.

## **SALVATION ARMY RESPONSE**

The Salvation Army indicated in their response to Finding # 1 that the requirement for certificate of occupancy is not currently listed on the Shelter Monitoring Checklist, but will be added, and will become part of the inspections conducted by the zone directors and the independent auditor. For Finding # 2 the Salvation Army indicated that according to the contract they are supposed to provide a bed for every person, but that chairs or the floor may be used in extreme circumstances (section II D.1.a.1). They indicated that if they are to comply with the contract requirement to shelter everyone (section II C.2), then it would be expected that they might sometimes have more people than beds. In regards to Finding # 3 the Salvation Army indicated that due to the number of people served it is not uncommon for a shelter to occasionally have maintenance problems. These are noted during the quarterly inspections and during the independent audit. Any deficiency, which is noted and requires corrective action is monitored by the zone director and verified during the next inspection.

## **FINDINGS AND RECOMMENDATIONS**

### **Certificate of Occupancy**

1. Four of the ten selected shelters did not have a current certificate of occupancy.

WE RECOMMEND the Family Independence Services Administration instruct the Salvation Army to ensure that all shelters maintain a current certificate of occupancy.

### **Capacity**

2. Two of the ten selected shelters were operating over capacity.

WE RECOMMEND the Family Independence Services Administration advise the Salvation Army to monitor the shelters to ensure they are operating safely within the guidelines for allowable capacity.

Overall Conditions

3. One of the selected shelters was cited by an outside agency for deficiencies in the bathroom area. The plumbing structure was not adequate to accommodate a proper toilet flush using toilet tissue. Another shelter was cited for not providing a covered waste receptacle for sanitary napkins.

WE RECOMMEND the Family Independence Services Administration require the Salvation Army to monitor to ensure that these deficiencies have been corrected.